

From: George Morino/=TMS/Toyota.

Sent:6/17/2008 6:18 PM.

To: [-] Michiteru Kato/=HINPO/TMC0@TMC0@TMCE.

Cc: [-] .

Bcc: [-] .

Subject: Re: NHTSA Consumer Complaints - All Weather Mat concern.

Mitch:

Do you think this is the customer?

George Morino
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Michiteru Kato/HINPO/TMC0@TMC0
06/16/2008 01:42 AM
To George Morino/TMS/Toyota@TOYOTA
cc
Subject NHTSA Consumer Complaints - All Weather Mat concern

George,

Just FYI, but maybe TMS CAD will contact you, so.....

It seems this customer is saying that the dealer didn't secure a new designed AWFM by clips when they did a recall work. But strangely this customer said that the pedal seems to stick by the new mat which we don't believe can catch the pedal.

Mitch

----- 転送者: Michiteru Kato/HINPO/TMC0 転送日: 2008/06/16 17:37 -----

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件名: NHTSA Consumer Complaints - All Weather Mat concern

Hi, Bill-san,

We received a "NHTSA Consumer Complaint" as you can find the below attached file.

According to this "Complaints",

It seems that this customer knew the recall and he came to a dealer to exchange his all weather mat. Besides, he said that clips were not installed.

Our questions about this reports are;

1. Was the all weather mat in this report after C/M?
2. Did this customer lay the all weather mat on a textile mat doubly?

We can't find details of VIN or dealer on this NHTSA report, but please investigate and check this case.

Also, we'd like you to reply for the above questions.

If necessary, please give your consideration to a recurrence test.

Best Regards,

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「秘」 , 「転送禁止」 - [Secret], [Don't forward]